

Adopted: September 2001 , Revised: _____**Class Title: Election Assistant I****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Serves as the receptionist and provides clerical support. The incumbent must possess excellent customer service and communications skills in order to provide voter registration and election information by phone or in-person and must convey to the Citizens of Norfolk the policy of openness, accessibility and willingness to serve.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Provides clerical support by making copies, adding and updating applicant information in the computer system, entering data related to absentee applications, and verifying candidates and referendum petitions.
2	S	Provides public service support by answering questions and providing information, registering citizens to vote, issuing voter certifications, and assisting voters applying for in person absentee ballots while maintaining the secrecy of the ballot.
3	S	Assists with Election Administration support duties as assigned. Duties may include packing absentee ballots, preparing supplies for the polling place, etc.

Adopted: September 2001 , Revised: _____**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires the ability to read and understand written instructions, to understand simple processes and the routine operation of machines. Level of knowledge equivalent to less than high school or equivalency.
Experience	Six months in general office administration.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read various applications and correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write applications and telephone messages.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others.
Complexity	Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	The Election Assistant II contacts Community groups and organizations to coordinate Voter Registration Drives and works with members of peer organizations. Represents the Department at community meetings.

Adopted: September 2001 , Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Copier, fax machine, filing, customer service
Sitting	F	Computer, desk work, answering telephone, meetings
Walking	F	To/from office equipment, to/from meetings
Lifting	O	Office supplies, files, manuals, binders, office equipment
Carrying	O	Office supplies, files, manuals, binders
Pushing/Pulling	N	
Reaching	O	Filing in cabinet drawer
Handling	C	Office supplies, files, manuals, binders, voter certificates, voter registration records
Fine Dexterity	O	Computer keyboard, calculator, writing
Kneeling	O	Filing in cabinet drawer, retrieval of office supplies
Crouching	O	Filing in cabinet drawer, retrieval of office supplies
Crawling	N	
Bending	F	Filing in cabinet drawer, retrieval of office supplies
Twisting	O	Filing in cabinet drawer, retrieval of office supplies
Climbing	O	Stairs
Balancing	N	
Vision	C	Computer, desk work, reading, filing, operation of office equipment
Hearing	C	Telephone, co-workers, supervisor, citizens, meetings
Talking	F	Telephone, co-workers, supervisor, citizens
Foot Controls	N	
Other (specify)	N	

Adopted: September 2001 , Revised: _____**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computer, laser or inkjet printer, copy machine, fax machine, telephone, typewriter, PC-VA voter registration system

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

(1)

(2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	R
Working Closely with Others as Part of a Team	R
Tedious or Exacting Work	R
Noisy/Distracting Environment	R
Other (see 3 below)	N

(3)